

What is claimed is:

1           1. A status information service for a mobile telecommunication network  
2 comprising:  
3           customer care infrastructure in communication with the mobile  
4 telecommunication network and adapted to answer status information queries; and  
5           a subscriber status information server adapted for use with the customer  
6 care infrastructure and capable of issuing status information queries to the customer care  
7 infrastructure.

1           2. The invention of claim 1 wherein the status information comprises  
2 information indicating location of a subscriber

1           3. The invention of claim 2 wherein the customer care infrastructure is  
2 further adapted to  
3           parse a status information query for subscriber information;  
4           determine a subscriber's home location register from the subscriber  
5 information;  
6           query the subscriber's home location register to identify the mobile  
7 telephone switching office on which the subscriber is active;  
8           issue a call trace query to the mobile telephone switching office; and  
9           receive and process location information from the mobile telephone  
10 switching office.

1           4. The invention of claim 2 wherein the customer care infrastructure is  
2 further adapted to

3 parse a status information query for subscriber information;  
 4 determine a subscriber's home location register from the subscriber  
 5 information;  
 6 query the subscriber's home location register to identify the mobile  
 7 telephone switching office on which the subscriber is active;  
 8 query a visiting location register at the mobile telephone switching office;  
 9 and  
 10 receive and process location information from the mobile telephone  
 11 switching office.

1 5. The invention of claim 1 wherein the status information comprises  
 2 information indicating presence of a subscriber

1 6. The invention of claim 5 wherein the customer care infrastructure is  
 2 further adapted to

3 parse a status information query for subscriber information;  
 4 determine a subscriber's home location register from the subscriber  
 5 information;  
 6 query the subscriber's home location register for subscriber presence  
 7 information;  
 8 receive and process location information from the subscriber's home  
 9 location register.

1 7. The invention of claim 5 wherein the customer care infrastructure is  
 2 further adapted to

3 parse a status information query for subscriber information;  
4 determine a subscriber's home location register from the subscriber  
5 information;  
6 query the subscriber's home location register to identify the mobile  
7 telephone switching office on which the subscriber is active;  
8 issue a presence information query to the mobile telephone switching  
9 office; and  
10 receive and process location information from the mobile telephone  
11 switching office.